Proactive Outbound for Service Provider

NOTIFICATION AND OUTBOUND CONTACT PLATFORM IN THE CLOUD

CUSTOMER (END USER/TENANT) PERSPECTIVE

Enghouse Interactive Proactive Outbound for Service Provider (PO4SP) is a multi-tenant enterprise-grade Cloud notification solution offering multi-channel outbound contacting, including voice, email and SMS/ text notifications.

Benefits

- *New Revenue opportunity in the market, increase revenue per customer by providing advanced hosted services to existing and new customers*
- *Offer value-add services, such as networking services, telephony (minutes) services, and professional services*
- *Enjoy differentiation in the market by offering full end-to-end services to your customers*
- *Increase 'stickiness' with customers. With various tools and extended applications there are opportunities to develop high customer loyalty*
- *Suitable to address needs of a wide range of customers, from SME to large enterprises*

Organizations looking for a Cloud contact center software are generally interested in a robust solution that can handle mission critical applications. They are looking for a reliable solution that has a complete feature set where information and access is secure, has flexible deployment options, can scale up during seasonal spikes, can grow with the business, and can be integrated with 3rd party systems such as CRM and knowledge management systems.

Enghouse Proactive Outbound for Service Providers has been built to address all these requirements and more, delivered as a cloud-based outbound contact service. Due to economy of scale and operational efficiencies based on the multi-tenant architecture, the platform can be configured to provide higher availability and security measures than would be affordable in an individual a-la-cart system, whether on-premise or in the Cloud.

Why Notifications from the Cloud

Over the last decade or so, cloud computing has been, justifiably, one of the most hyped concepts in the IT sector. Over the past few years, due to its cost savings and flexible deployment and scalability options, cloud notification systems have become a compelling alternative to the traditional approach of deploying on premise. Industry analysts estimate that the applications-as-a-service market will grow at 21% CAGR through the end of the decade. Companies need a notification solution but do not necessary want to invest capital in infrastructure required to purchase, operate and maintain one.

Enghouse Interactive can help you find the best partner that meets your organization's needs and offers complete notification solutions in the cloud using Enghouse's Proactive Outbound for Service Provider platform.

Why customers love a cloud based notification service

- Ease of use—the intuitive browser-based interface allows both administrators (landlords) and users (tenants) to easily set parameters and contacting controls.
- Location independence—contacts can be initiated from a common data center.
- Flexibility—campaigns can be easily set up and adjusted to market demand.
- Cost control—customers eliminate capital expenditures and reduce IT overhead
- Quick time to market—notification needs are up and running faster than deploying on-premise solutions.
- Peace of mind—service providers maintain the dialing technology and infrastructure so the customer focuses on their core business.

Notification examples by Industry

- Healthcare
- Utilities
- Asset Recovery
- Political Surveys and Polling
- Appointment Reminders
- Emergency Notifications
- Other

Outbound Communications

Proactive Outbound for Service Provider includes a state-of-the-art outbound dialer complete with campaign management tools. Notification modes include voice, email and SMS /text.

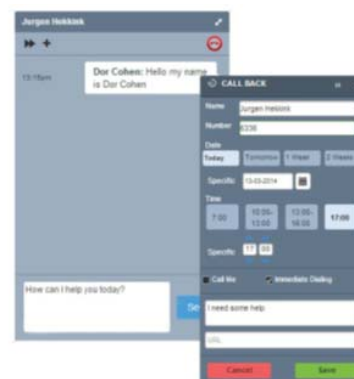## Predictive Dialing (PD), Interactive Communication (IC), Inbound

- PD - Predictive, Power, Preview outbound dialing modes for PD Agents
- IC (Notifications)–option to transfer to an agent/Operator
- Inbound – calls transferred to both PD Agents and IC dialogues

Outbound Notifications

- Right Party contacts – use outbound voice notifications to verify you've reached the correct party before speaking the notification or connecting the party to an agent
- Emergency notifications
- Appointment reminders
- Utility maintenance notifications
- Debt recovery reminders

Support for Automated Payment Providers

- Real time
- Authorize.Net, Billing Tree, Autoscribe, PayPal, etc.
- No payment data stored on cloud database

On-Premise Features in a Cloud-Based Service

- Outbound dialing and communication
- Automated notification, predictive dialing and inbound services
- Sophisticated notification scripts
- Dialing features, call backs, leave messages, bad number filtering
- Cell phone filtering, National Do-not-call access
- Easy-to-Use voice, email, and SMS/text creation screens
- Dynamic resource allocation
- Expandable resource availability
- Web-based Administration Tools
- Integration Capabilities

Other Key Features

- Localization to geographical areas
- High Availability, failover, system resiliency
- Branding, white labeling
- Documentation, setup, installation, configuration, utilities
- Allows service provider to bundle telco services

Enghouse's Cloud Outbound as a Service

- All dialing equipment and telephone resources in central data center
- Supports Multiple Clients on single servers
- Shared pooled resources for dialing
- Call Anywhere – Transfer Anywhere
- Client user interface through web site
- PD – Predictive Dialing for agent contacts
- IC – Interactive Contacting for automated contacting
- Inbound – IVR and Agent blending
- Agent Access – Agent's desktop dialer controlling toolbar
- Manager Center – Manager's desktop control center

Agent Interface

Predictive dialing agents are provided with a comprehensive dialer interface toolbar. The agent toolbar can be easily integrated with CRM or other critical business applications. The agent client can use either an IP phone or traditional circuit phone.

Manager Interface

Managers have a real time view of all agent activities and access to historical activity. Managers can control dialing modes, campaign access, time to call on campaigns, campaign chaining, etc. Additionally, managers can monitor agents in silent mode on all communication channels and can whisper or barge-in on a telephone and a web call.

Reporting

Many standard reports are pre-configured out of the box. The platform also stores data on all call-related and agent-related events for historical reports. Crystal Reports can be used to create customer custom reports. Data warehouses can be set up for historical data reporting.

Integration Capabilities

Proactive Outbound for Service Provider supports a wide range of capabilities for integration with the application environment such as CRM systems. Both batch and real-time integration can be easily set up. Other agent desktop integrations can be achieved quickly and inexpensively to address your business' particular needs.

Recording and Quality-Monitoring

For quality monitoring, agent calls can be recorded with QMS, Enghouse's recording system. Multiple 3rd party call recording interfaces also exist. All recorded customer interactions are stored in a database and can be reviewed via a web interface.

About Enghouse Interactive

Enghouse Interactive delivers technology and expertise to maximize the value of every customer interaction. Enghouse Interactive's comprehensive portfolio of interaction management solutions span multi-channel call centers, CTI integration, self-service Interactive Voice Response (IVR) and knowledge management, operator attendant consoles, call recording and quality monitoring, and predictive outbound dialer. These solutions support any telephony environment; on premise or in the cloud allowing organizations to add functionality when and how they want.

With Enghouse Interactive solutions, your customers can reach you anytime, anywhere, and anyhow.